

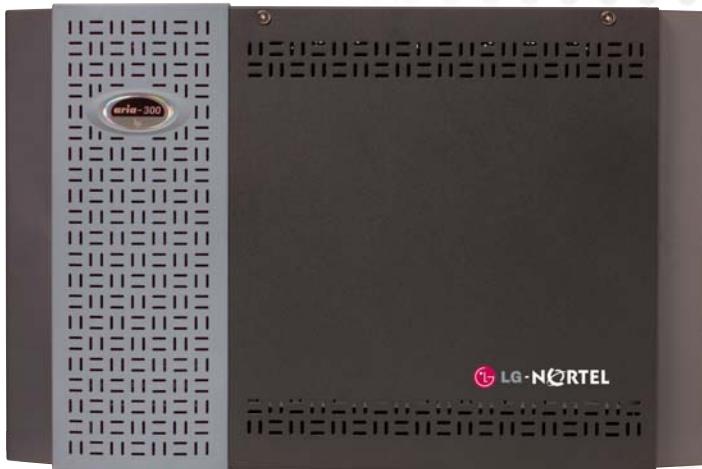


## LG-NORTEL ARIA 300 SERIES

### Product Overview

Grow your business with the LG-Nortel Aria 300 Series Solutions

A complete business communications solution, designed to help simplify and satisfy the needs of dynamic businesses requiring up to 500 extensions.



### Key Features

**Increases staff's efficiency** - Imagine a phone system that improves your staff's efficiency in the way they handle calls, including making, answering and transferring.

**Control Costs** - Reducing unnecessary call costs greatly improves the profitability of your organisation. Least cost routing allows your business to automatically take advantage of the cheapest call rates made available by network carriers.

**Reliable Mobility Solutions** - Locate staff wherever they are within your premises. Staff may be paged via handsets and alerted to important calls, or may be contacted on their own DECT wireless phone.

**Future-Friendly** - Not only do the Aria IP enabled PBX's provide you with a solution to your communication needs today, inherent in their design is the ability to migrate to new technologies as they are introduced.

**Modular, scalable design** - Aria systems offers solutions for a business' needs today, as well as a migration path to meet the needs as a business grows.



## Features and Benefits

Tailor Aria 300 series to help meet your business needs with some of the features below.

**Networking and Voice over IP (VoIP)** Multi-site businesses can seamlessly share common functions such as voicemail and centralised receptionist over their IP data network

**Integrated Voice Messaging Remote Office Solution** The remote Service Gateway (RSG) can be viewed as an extension of the Aria system into a remote location. It offers two extensions, features such as alarm relay, paging from the main office system and in the case of power outages or ADSL disruptions, a PSTN back-up is available for emergency calls.

**IP Phone or your Laptop** Travelling, working from home or even just a different location in the office, Aria's IP soft phone allows you to remain an integral part of your office's phone system.

**Computer Telephony Integration (CTI)** Dial customer numbers using details from your computer. Use Caller ID from incoming calls to display customer details before you answer the call (Not available for ID-blocked calls)

**Integrated DECT Mobility** Supports up to 192 DECT handsets. Staff are given the freedom to move around the office / warehouse and carry their fully featured extension, improving customer service and satisfaction, as more customer calls are answered first time

**Conferencing Options** Allow a user to link in other parties onto the same telephone call

**PC Attendant Console** The Aria's PC based attendant console with point and click operation can help process calls quickly and accurately in high call volume environments.

**Link your extension to your mobile or home phone** There are times when you are not able to be in the office, traveling interstate or perhaps working from home. Being able to receive calls and make outbound calls from your office extension would mean you could continue working wherever you may be, transparent to your clients and colleagues.

**Auto Attendant** The multi-layered Auto Attendant offers callers a number of options, so they may select the one that best suits them. By pressing a single digit they can transfer to reception, off-net to a mobile or another site, choose to leave a message or activate a page.

Night messaging also allows you to offer your callers real live options outside of your normal business trading hours.



**Integrated Automatic Call Distribution (ACD)** Automatically transfer calls around a pre-defined group of extensions until answered

If you operate a call centre, it is possibly the communication hub of your business. Aria's standard business software includes advanced ACD functionality for you to manage this important resource. You will benefit from productivity gains resulting from efficient call handling.

**Call Centres** Management and call analysis software are valuable tools for call centres. Information provided by these applications can be made available to management, supervisors and agents anywhere on your LAN. Valuable real-time information, instructions and alerts are now available at a glance on staff computers.

#### **Call Centre Features and Statistics:**

- Supervisor can re-route a queued call to a new destination
- Call monitoring by supervisor
- Agents can log on to multiple groups
- Call status on LCD handsets: number of calls in queue, longest time and average time
- Total calls and number of unanswered calls
- Average and longest queued calls
- Number and total time when all agents are busy
- Average ringing and service time

**Remote Office Solution** The remote Service Gateway (RSG) can be viewed as an extention of the Aria system into a remote location. It offers two extensions, features such as alarm relay, paging from the main office system and in the case of power outages or ADSL disruptions, a PSTN back-up is available for emergency calls.

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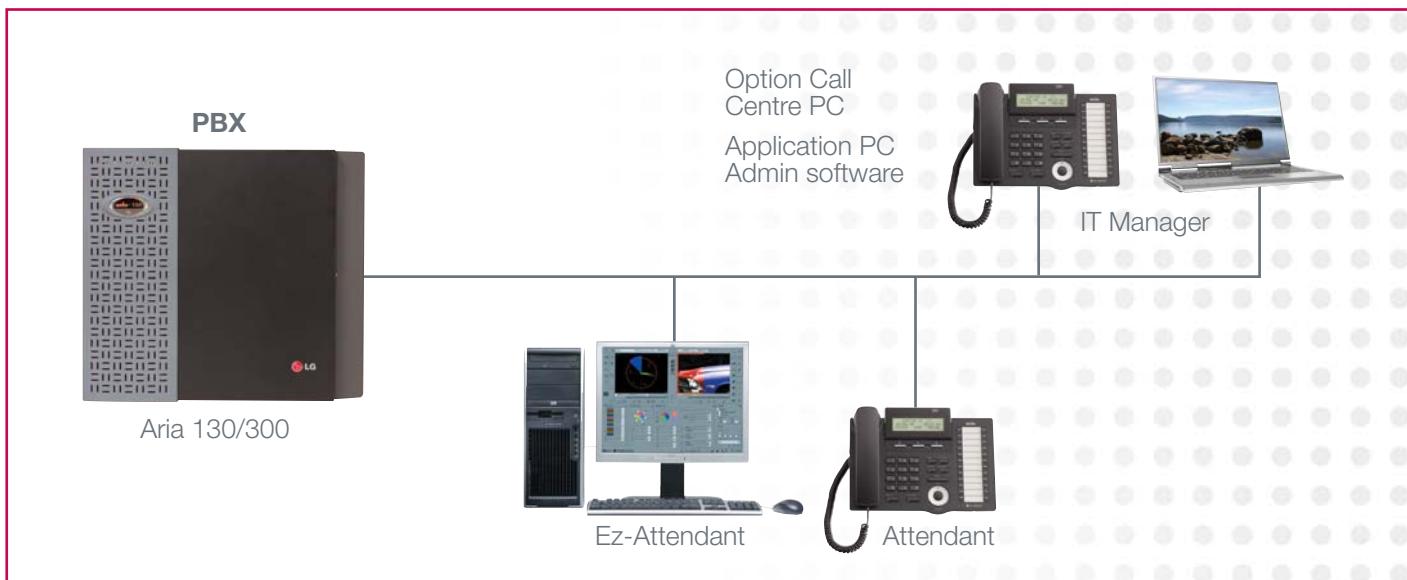
## Case Study

**Customer** Large professional organisation

**Requirements**

- Receptionist receives high level traffic and has 100+ extensions
- IT Manager would like to control moves and changes
- Customer has hunt groups
- Staff often relocate around their premises

**Solution** Aria 300 with Aria's PC (Ez Attendant)



## Benefits

Ez Attendant - PC Receptionist

- PC console – eliminates multiple DSS consoles on desk
- Touch screen option
- Provides SMS internally, sending extensions messages
- Speed dial editor
- Class of Service
- Multiple Attendant option

PC Admin Enhanced (CAT)

- 100 levels of password protected access e.g. IT Manager has access to different functionality compared to Receptionist
- Office manager access to basic functions – relocate handset, COS, Speed dials & handset button editor
- IT Manager access to hunt groups etc.
- Easy to use window based applications



# LG-NORTEL

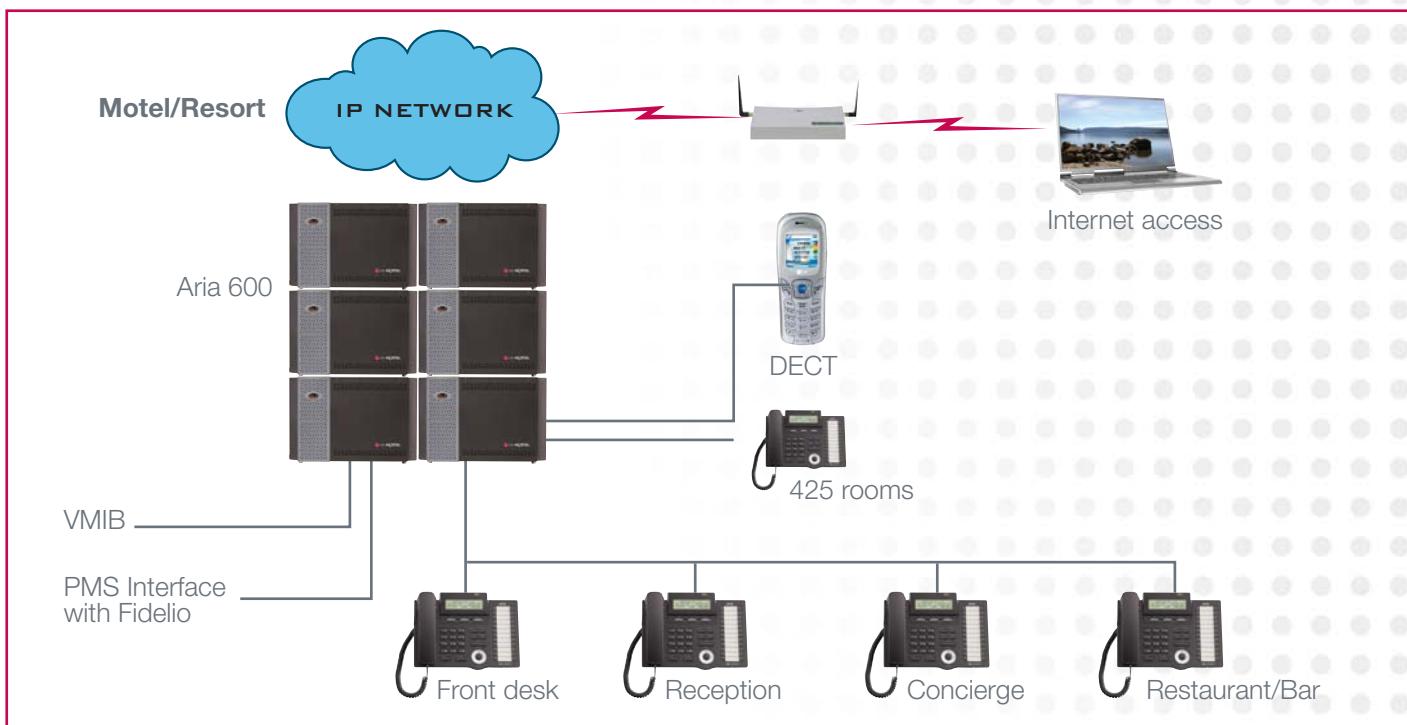
## systems

**Customer** Large Motel/Resort

**Requirements**

- Interface with Fidelio Front end system
- Hard to locate critical staff members
- Internet café Business centre
- Voice Mail for all rooms
- Require after hours message options

**Solution** Aria 600 with Hospitality Software / Voice Mail / DECT



### Benefits

#### Cost effective

- Aria Systems provide full hotel functionality at an affordable price
- Integrated DECT provides access to roaming staff at affordable price

#### VMIB Voice Mail

- Voice Mail provides automatic clearance of messages on check out
- Night message with advanced functionality

#### Integrates with PMS suppliers such as Fidelio

- Aria systems can interface with all front office systems (PMS) suppliers eg. FCS, Fidelio

#### Internet options – e-mails have brought extra revenue.

Demand increasing from corporate travelers

- ADSL to business centre (subject to availability)
- ISDN to business centre (STIB card 64/128 - ISDN modem required)
- ADSL to room via OEM high speed internet access device systems.